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## **Installation and User Guide**

**fring version 3.21.6**

**For Symbian 8.0**

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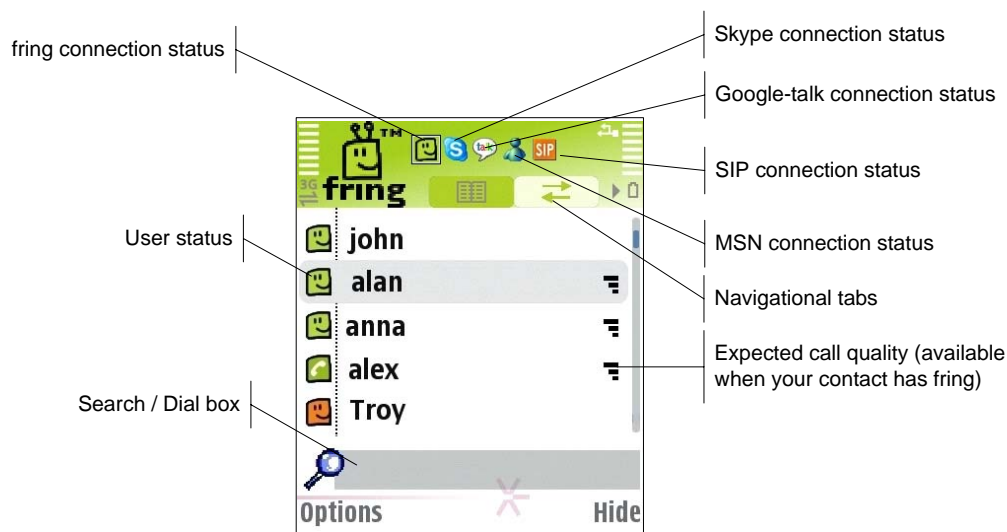
# Introduction

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## About fring

fring is a native mobile VoIP application that allows you to make mobile calls and send instant messages at no extra cost. fring calls **are free** <sup>[1]</sup>, leveraging your 3G handset mobile internet connection.

Once you've installed fring, fring's main screen displays your contacts and their presence status (e.g., online, offline). The contact list is made of your fringsters friends, your Skype, MSN, Google-Talk, ICQ, AIM and Yahoo contacts and, optionally, the contacts from your handset.



From the main contact list you can navigate between your contacts, find their **presence** status and initiate a **communication session** with them. You may initiate a **voice call**, start a **chat session** and move between all open sessions using your right and left arrows. You can also make **SkypeOut/SIP calls** directly from your fring contact list.

To sum it up, you'll not only make your phone **more useful**, you can also **save money**.

This guide will help you get started.

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<sup>1</sup> At no additional cost over your subscription data plan.

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# System Requirements

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## Hardware requirements

In order to use our Beta version, you will need:

- A Nokia 6630, 6680, 6681, 6682, N70, N72 or N90 handset and
- Internet GPRS, EDGE or 3G data connection (Not a WAP connection) on your mobile handset.

### Notes:

To initiate a call to a landline (or non-Skype user) using fring, make sure to purchase SkypeOut credits.

For internet GPRS/3G data rates, contact your mobile service provider or browse our community forum at [www.fring.com/forum](http://www.fring.com/forum)

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# Installation Guide

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## Downloading fring

fring can be downloaded into your mobile handset in the following ways:

- From the fring website at [www.fring.com](http://www.fring.com).
- Via an SMS invitation sent to your handset from a friend.

## Downloading fring via website

- To download fring from the web:

Open <http://www.fring.com> in your browser.  
The following screen opens.

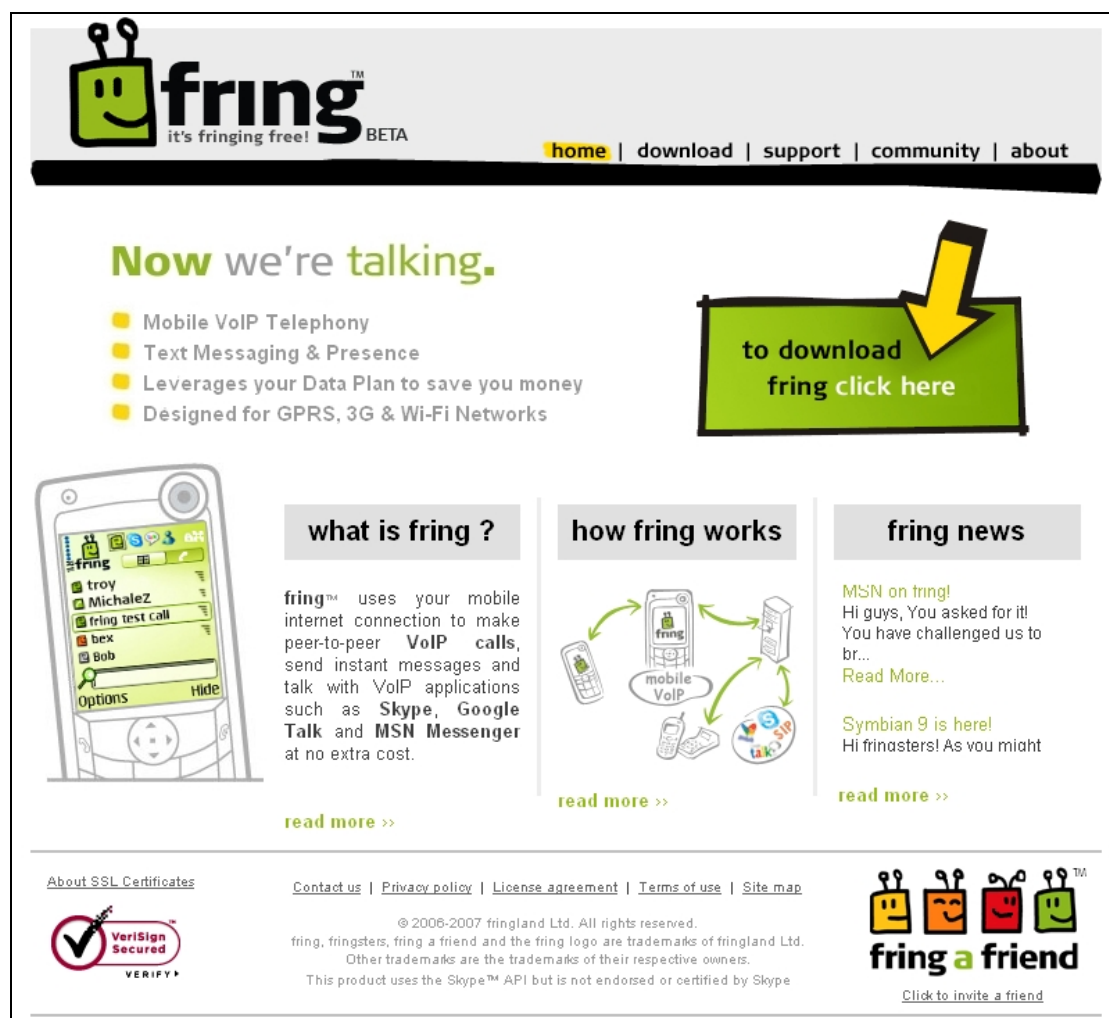


Figure 1 - fring Homepage

Click the **click here** link (in the green box).

A screen with the following form opens.

To download fill in the details below:

**Handset type:** [visual list]

**Your country:**

**Mobile number:** [what for?]

**Email:**

**get it now! >**

fill in your details and we will fring the application via SMS to your handset following a brisk validation process

Figure 2 - fring Download from the Web

1. In the **Handset type** field, select the type of mobile handset that you have.  
**Note:** fring is only currently available for the handsets listed in the drop-down box.

2. In the **Your country** field, select your country.
3. In the **Mobile number** field, type in the phone number of your handset.  
**Note:** Enter your area code and phone number without any spaces. Type it carefully - your international number is your fring user-id.



4. In the **Email** field, type in your email address.
5. Click **get it now!**

The confirmation screen opens and an SMS is sent to your handset.

Once you have received the SMS, the installation and setup process continues on your handset.



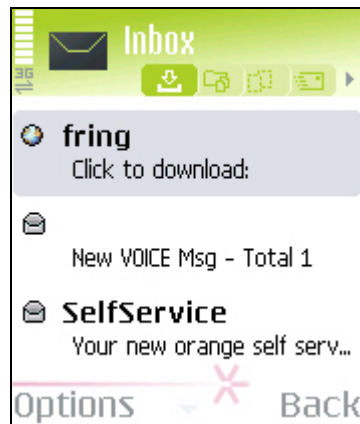


Figure 3 - SMS Message



Figure 4 – SMS Message – Follow Link

**On your handset:** Open the SMS message (see Figure 3) and click the download link (see Figure 4).



The following screen appears:

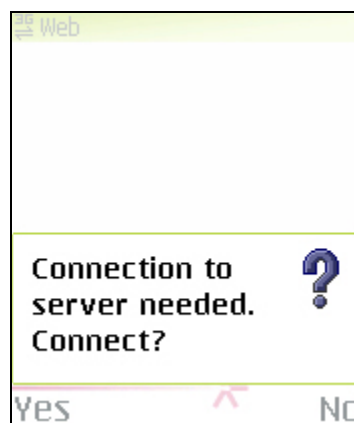


Figure 5 - Downloading - Server connection

6. Click **Yes** using your left soft key to begin the download process.

Within a few seconds, the handset accesses the website. fring is downloaded to your handset and you are ready to begin the installation process.

**Note:** This process may take a few seconds.

## Downloading fring after receiving an SMS invitation from a friend

If you have received an SMS invitation to join fring, you can download the application easily. This is the procedure that friends you invite will follow to download fring.

### ➤ To download fring after receiving an SMS invitation

1. Click the download link in your SMS message.

The screen in Figure 5 (above) appears.

**Note:** If the link is not highlighted, enable the **automatic find on** feature available in the **Options** menu of your SMS message!

2. Click **Yes** using your left soft key to begin the download process.

fring is downloaded to your handset and you are ready to begin the installation process.

## Installing fring

Before you can use fring, it needs to be installed on your handset. (For information about downloading fring, see the previous section in this guide.)

At the end of the download process, the following screen appears:

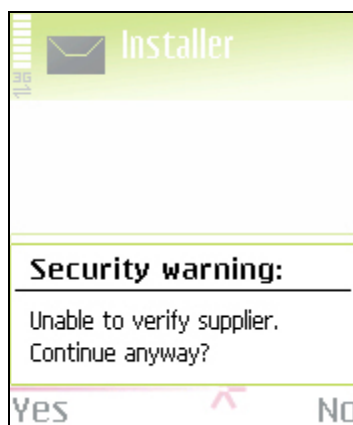
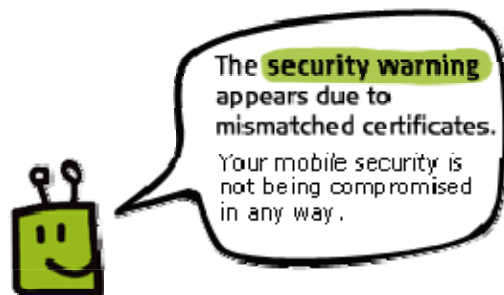


Figure 6 - Security Warning

### ➤ To Install fring

1. When the screen in Figure 6 appears, press **Yes** using your left soft key.

**Note:** fring is currently in the process of obtaining the approval seal needed so that the above Security warning will not appear. Be assured that your mobile security is not being compromised in any way.



The following screen opens:

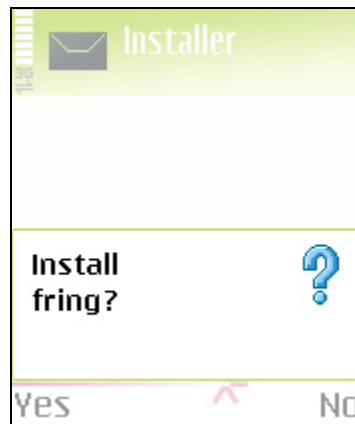


Figure 7 - Begin Installation

2. Click **Yes** using your left soft key.

The following screen opens:

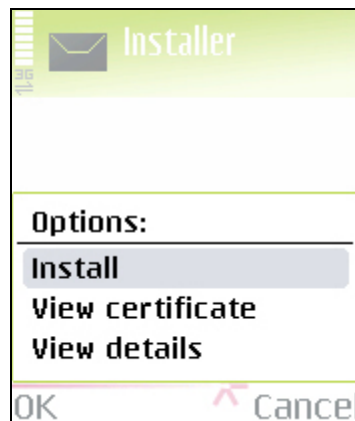


Figure 8 – Installation Options

3. Select **Install** and press **OK** using your left soft key.

The installation process begins and the following screen opens:

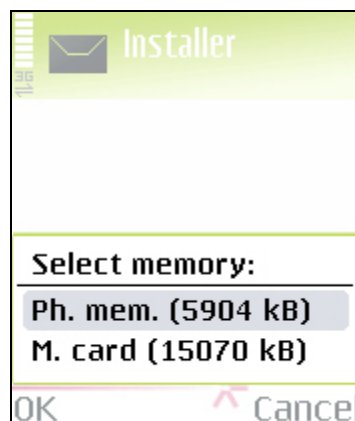


Figure 9 – Memory Selection

4. Select the memory you would like to use and press **OK** using your left soft key. **Note:** fring can be loaded into any available memory space.

5. Once you have completed the installation process, Automatic Search for Access Points may take place. The following screen appears.



Figure 10 - Automatic search for access points

If you would like fring to automatically search for access points, press **OK**.

The screen in Figure 11 opens and you are ready to begin the registration process.

## Registering to fring

A short registration process is required before you can begin to use fring.

The stages of this process are:

- Accepting the EULA (End User License Agreement)
- Nickname and Password Selection
- Service Definition

## The End User License Agreement (EULA)

The following screen opens and you are ready to begin the registration process

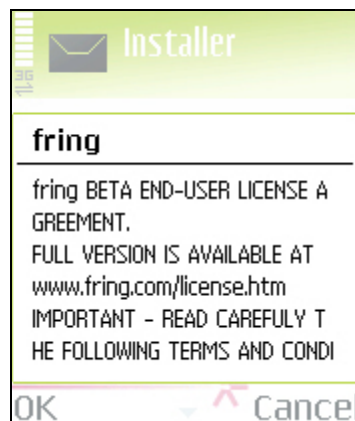


Figure 11 – End User License Agreement (EULA)

Before you can begin working with fring, read and accept the EULA.

➤ **To read and accept the EULA:**

1. Use the down arrow to scroll through the EULA.
2. Once you have read the EULA and agreed to the terms, press **OK** using your left soft key.
3. The full EULA is available on our website at [www.fring.com/license.htm](http://www.fring.com/license.htm)

The installation process continues and a progress bar is shown.

Note: During the installation process, the following screen may appear.

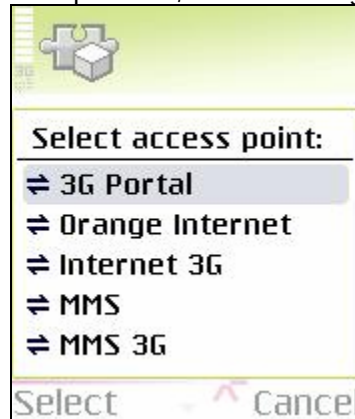


Figure 12- Connection Screen

The specific access points may vary depending on your international location and carrier.

**Select your 3G/GPRS connection** (and not your WAP connection).

## Selecting your fring nickname and password

Once the installation is complete, an **Installation Complete** message appears briefly. You are now ready to select your fring nickname and password.

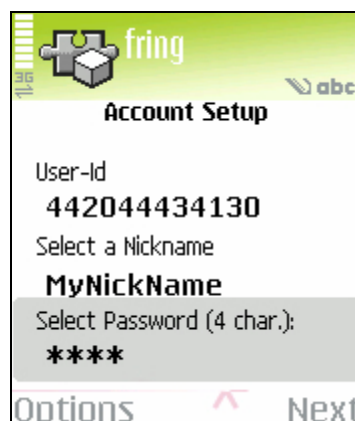


Figure 13 - Registration Screen

The registration screen allows you to select your nickname and the password you will use to access your fring account. Your fring nickname will help your friends

find you easily. A password is required to secure your account and to protect your fring contact list.

**Note:** The user-id used to identify your account is the **international phone number** of your handset. It cannot be changed. Your friends can search for you and contact you using this number

➤ **To select your nickname:**

1. Use the keys on your handset to choose the nickname you want to use.
2. Use the down arrow on your handset to navigate to the next field.

➤ **To select your password:**

1. Use the keys on your handset to choose the password you want to use.

**Note:** Passwords must be at least 4 characters.

2. Click **Next** using your right soft key to move to the next screen. The next screen allows you to add your VoIP (e.g., Skype) account details.

## Adding Your VoIP Service(s) – (optional)

Once you have chosen your fring nickname and password, provide the details of your VoIP service (e.g., Skype) so that you can begin making and receiving VoIP calls.

**Note:** You can add one or more VoIP services (e.g., Skype) to which you are registered. Make sure to have your username and password for each.

If you do not already have a VoIP account, register on the Web before you begin to add networks. You can add a VoIP service at any time. See Adding or Signing In to a VoIP Service in this guide. To add a VoIP service now, follow the instructions below.

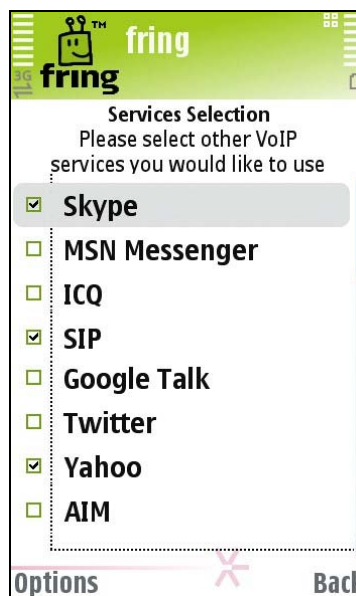


Figure 14 - Define VoIP service - 1

➤ **To add a VoIP service:**

1. Navigate between the options using the up and down arrows on your handset. Choose the service from the list and press the joystick in.

The following screen appears:



Figure 15 - Define VoIP Service – 2

2. In the **User ID** field, type the username of the service you have selected (e.g., your Skype username). Navigate to the **Password** field using the down arrow on your handset.
3. In the **Password** field, type the password of the service you have selected (e.g., your Skype password).
4. Click **Ok** using your left soft key.

The VoIP selection screen appears.

If you are interested in adding an additional VoIP service, repeat steps 1 to 4 in this section.

If you have completed selecting VoIP services, press **Next** using your right soft key.

The following screen appears as fring signs you into the service:

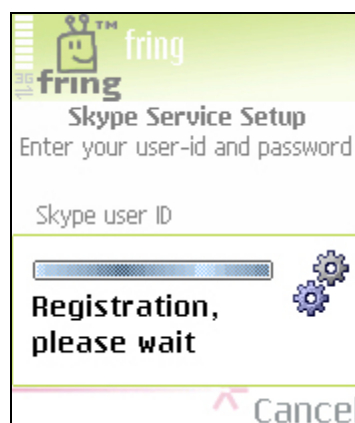


Figure 16 - VoIP Sign-in

5. Once the sign-in is complete, the contact list of your fring contacts, selected VoIP service(s) contacts and the handset's contact list appears.

**Note:** If you have added more than one VoIP service, the contact list will display contacts from all services in a single list.

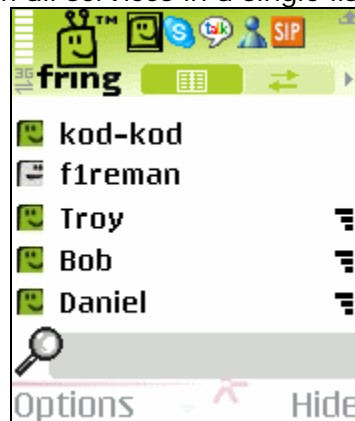


Figure 17 – Contact List

You have successfully completed the registration and added a VoIP. You are now ready to make your first call.

## Adding a SIP Service – (optional)

If you have an account with a SIP provider, you can also use it on fring.

➤ **To add a SIP service:**



Figure 18 - Service Selection

6. Navigate between the options using the up and down arrows on your handset. Choose **SIP** from the list (press your joystick in to select items in the list) and press **Next** using your right soft key.

The following screen appears:

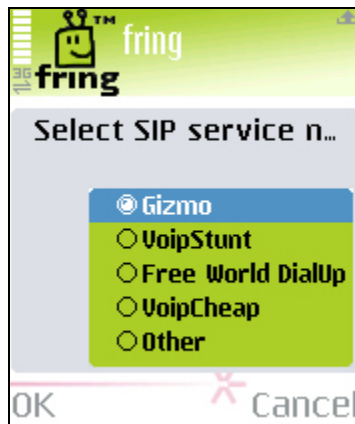


Figure 19 – Select SIP Service

7. Choose your SIP provider from the list. If your SIP provider is not listed, choose **Other**.

The following screen appears:

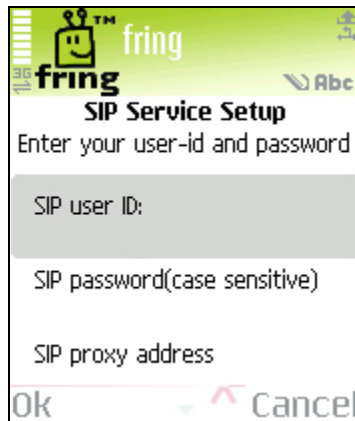


Figure 20 – SIP Service Setup

8. Enter your SIP user id and password and press **OK** using your left soft key.

**Note:** For most services, there is both a SIP number **and** a user name. Please enter your SIP number here and **not** your user name.

You are logged into your SIP Service and should now be able to make outgoing calls through your SIP provider.

# Making a SIP Call

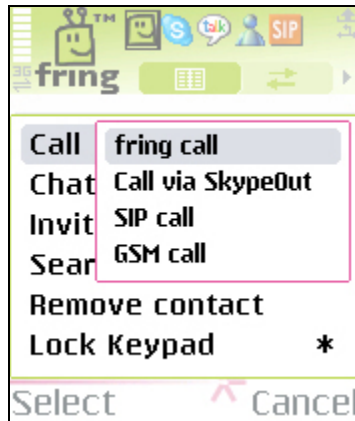


Figure 21 - Call Options Menu

## ➤ To make a SIP call:

1. Choose a contact in your address book and press **Options** using your left soft key.
2. From the Call submenu, choose **SIP call**.  
Your call is made using the SIP you have added.

**Note:** Currently, you can only add one SIP account to fring.

# Making your first fring call

Once you have completed the installation and registration processes described above, you're ready to make your first call. To know that everything is working correctly, you may choose to call the fring **test call**.

The fring Echo is a test center that lets you record a message and plays it back to you. If you hear both the message at the test center and the message that you have recorded, you're ready to go!

## ➤ To call the fring Echo:

1. From your contact list choose the **fring test call** contact and press the joystick in.  
The call connects to the test center.
2. Listen to the message and follow the instructions.  
Your testing is complete!





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# Using fring

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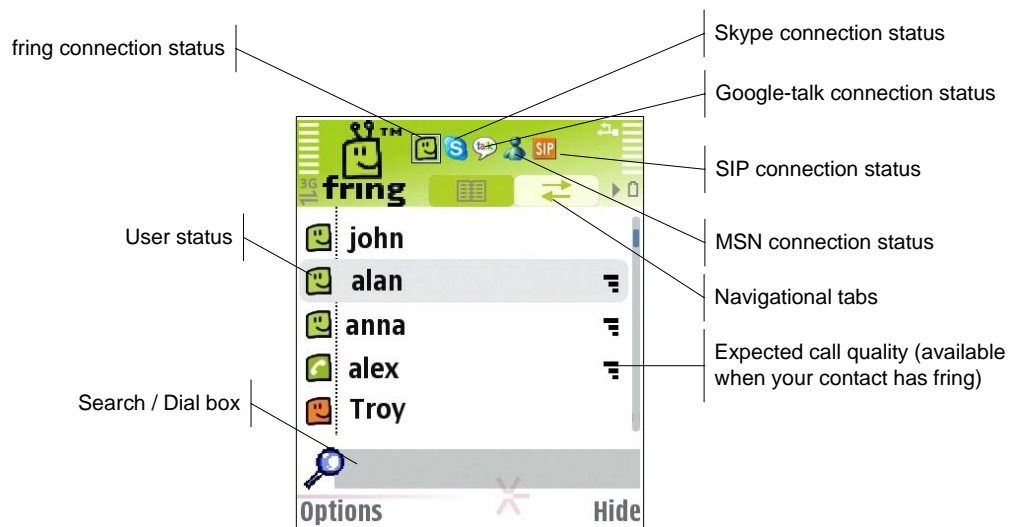
## Getting Started

### Import of contacts (Automatic)

After the installation process, fring imports your contacts. This enables you to make all your calls from fring, without going back to your address book.






**Note:** Calls to contacts who do not have fring are regular cellular calls. Calling through fring does not change the call in any way.

### Your fring contact list



### Statuses

The following statuses are displayed in the contact list:

-  On a call
-  Available / Online
-  Away
-  Busy
-  Offline

### Call quality

The call quality icon appears at the far right of each fring contact who is currently online. It describes the **expected call quality** between two parties who are connected to fring, based on the connections the parties have (e.g., 3G, GPRS).

**Note:** this icon appears only when your contact is a member of fring.

## Opening fring

If you have installed and registered fring, the shortcut will appear in your handset's **Main Menu** or under **Menu > My own**.

### ➤ To open fring:

Locate the fring shortcut in the **Main Menu** or under **Menu > My own** and press it.

fring opens and is ready for use.

## Minimized view

fring is minimized while you are using your handset for something else (e.g., calculator).

### ➤ To minimize fring:

Press **Hide** using the right soft key or press the red button.

### ➤ To maximize fring:

Press the Menu button for one second and choose **fring** from the list that is displayed.

## The Options menu

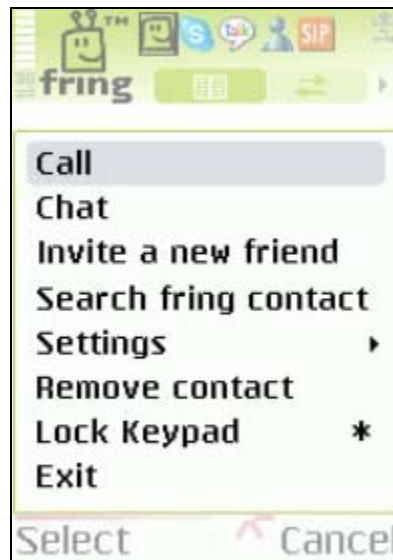


Figure 22 - Options Menu

To open the **Options** menu, press your left soft key.

The following options are available:

Option	Description
Call	Make a call. If the selected contact is a VoIP contact (e.g., fring, Skype), the call is a VoIP call. If the contact is a regular mobile contact, the call is made using your cellular plan. See the Making a Call section in this guide.
Chat	Chat with your selected contact. See the Chatting section in this guide.
Invite a new friend	Send an SMS invitation to a friend, inviting him or her to join fring. See the Inviting a friend section in this guide.
Search fring contacts	Add fring users to your contact list. See the Searching for a contact section in this guide.
Settings	The following four settings are available: 1. Add or sign into a VoIP Service. See the Adding or Signing In to a VoIP Service section in this guide. 2. Show / Hide phone contacts – allows you to choose whether or not to display the contacts from your handset in your fring contact list. 3. Disable/Enable autostart – allows you to choose whether you'd like fring to open when you start your handset. 4. Change connection – lets you choose the desired connection.
Remove contact	Remove a VoIP contact from your fring contact list. See the Removing a contact section in this guide.
Lock keypad *	Lock your phone's keypad. Press the * key to lock the keypad. To unlock the keypad, press the <b>menu</b> button and then press *.
Exit	Exit fring

## Signing In and Signing Out

When you open fring, you are automatically signed in to fring and your other VoIP services.

### ➤ To sign out of fring:

1. Press **Options** using the left soft key.
2. Select the **Exit** option.

You are signed out of fring.

# Making a Call

fring lets you make all of your calls directly from the fring main screen by importing all of your contacts.

Friends who do not yet have fring can be invited to join. See the Inviting a friend section in this guide.

## Searching your contact list

You can browse your contact list to find contacts quickly.

### ➤ To find a contact:

Start typing the name of your contact.

The list is filtered according to the characters you have typed.

## Making a call to a fring or other VOIP contact

### ➤ To call a VoIP contact:

1. Choose the user-id of the person you want to call and check that the user is online.

Press the green button on your phone

– or –

Press **Options** and then choose **call**

– or –

Press your joystick in.

2. After a short time, a dialing sound is heard. If your contact answers the call, your screen will display the name of the contact and a "Call in progress" message.

During a call, the following options are available:

- **hang up** – end the current VoIP call.
- **navigate left or right** – continue an open chat session or navigate to your contact list.
- **volume control** – use the joystick up and down to control the volume level of the incoming voice.

3. When you are finished with your conversation, click the red button on your phone

– or –

Press **hangup**.

The call is disconnected and a "Call terminated" message appears.

**Note:** fring displays the contacts that you have already added to your VoIP networks. To add a new VoIP contact, use your computer Internet connection, it will automatically be displayed on your handset. New fring contacts can be added directly from your handset.

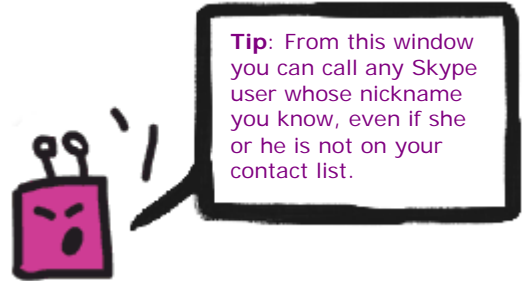
## Making a SkypeOut call from fring

### ➤ To make a SkypeOut call

1. Press the **Options** button using your left soft key.
2. From the **Call** submenu, choose **SkypeOut call**.
3. Dial the international number (begins with a +)
4. Press **Ok**.

Your call is dialed.

**Note:** To make a SkypeOut call from fring, you must have sufficient SkypeOut credits.



## Making a cellular call from fring

You can call your contacts from the fring contact list exactly as you would call them from the contact list of your handset. Dialing a cellular call from fring uses your regular cellular voice plan.

## Receiving a fring call

fring allows you to both make and receive calls using voice-over-IP (VoIP) technology.

### ➤ To receive a fring call

A call screen appears including the nickname of the caller.

Click **accept** using your left soft key

- or -

Press the green button on your handset.

## Chatting

fring lets you chat with your contacts using instant messaging. You can chat with one or more of your contacts simultaneously.

## Chatting with a contact

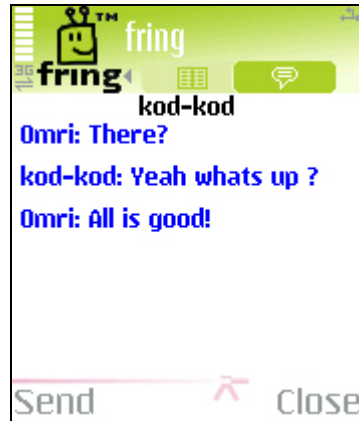
### ➤ To initiate a chat:

1. From your contact list, select the contact you want to chat with and press **Options** using the left soft key.

**Note:** chat is only available for contacts that are listed through fring or another VoIP service.

2. Select **Chat** from the Options menu.

The chat screen appears.



3. In the text entry area, write your message and press **Send** using the left soft key.



## Navigating between chats

If you choose to have two or more chats simultaneously, each will have a separate tab. Navigate between the chats using the right and left joystick keys.

## Ending a chat

### ➤ To end a chat:

Click the right soft key on your handset.

## Viewing offline chat messages

Chat messages can be received even when you are offline. If you have received a message, it will appear as an additional tab when you open fring. If you have received messages from more than one user, a tab opens for each user, displaying the messages they sent.

## Managing Your Contact List

All of the contacts from your handset automatically appear in your contact list, in addition to the contacts from your selected VoIP services (e.g., Skype). Within your contact list you can:

- Search through your contact list (See Searching for a contact above)
- Make a fring call (See Making a Call above)
- Initiate a chat (See Chat above)
- Invite a friend
- Dial a number (See Making a Call above)
- Search for a fring contact
- Remove a fring contact
- Show or hide your handset contacts in your fring contact list

**Note:** If you delete or update a contact in your handset's contact list, the details will be automatically updated in your fring Contacts.

## Inviting a friend

### ➤ To invite a friend to join fring:

1. From the Contact List menu choose **Options** using your left soft key.  
The **Options** menu opens.
2. Choose the **Invite a new friend** option.  
A screen with a text entry field opens.
3. Enter your friend's mobile number.

**Note:** If your friend's mobile number is in your country, there is no need to add the country code.

An SMS invitation is sent to your friend's mobile handset.

#### **Notes:**

The SMS is sent from your device. You will be charged according to your cellular provider's normal rate for SMS messages.

fring can only be installed on [supported handsets](#).

## Searching for a contact

You can search for a contact who has already registered with fring and add her or him to your contact list.

### ➤ To search for a fring contact in the fring network:

1. From the contact list menu choose **Options** using your left soft key.  
The **Options** menu opens.
2. Choose the **Search fring contact** option.  
A screen with a text entry field opens.
3. Enter the user's nickname, part of the user's nickname or his or her phone number (fring's user-id).
4. Click **Search**.  
The search results are displayed.

### ➤ To add a fring contact from the search results:

1. Navigate to the nickname of the user you want to add and choose it.
2. Press the **Options** button using your left soft key and choose **Add to contacts**.  
The user is added to your contact list.

### ➤ To close the search screen and go back to your contact list:

Press the **Options** button using your left soft key and choose **Close search**.

- or -

Use the left arrow to switch tabs.

## Removing a contact

Only fring contacts can be removed from your contact list.

➤ **To remove a fring contact:**

1. From the contact list menu choose **Options** using your left soft key.  
The **Options** menu opens.
2. Choose the **Remove** option.  
The contact is removed.

## Showing and hiding your phone contacts

By default, your phone contacts are displayed in your contact list. You can toggle between showing and hiding phone contacts.

➤ **To select whether phone contacts are displayed in your fring contact list or not:**

1. From the **Options** menu choose **Settings**.

The following menu opens:

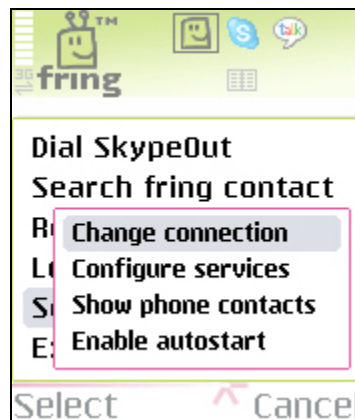


Figure 23 - Settings Menu

2. If **Show Phone Contacts** appears, your phone contacts are currently hidden. To show them, choose **Show Phone Contacts**.

If **Hide Phone Contacts** appears, your phone contacts are currently displayed in your fring contact list. To hide them, choose **Hide Phone Contacts**.

## Adding or Signing In to a VoIP Service

You can add a new VoIP Service or sign-in as a different user at any time.

➤ **To add a new VoIP Service or to sign-in as a different user:**

1. From the **Options** menu choose **Settings**.  
The following menu opens:



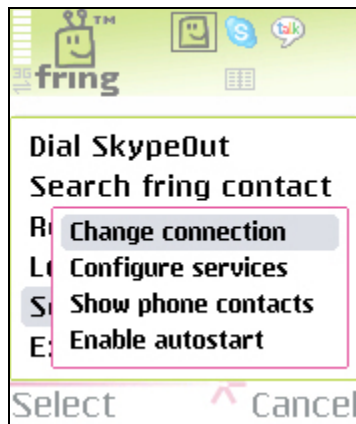


Figure 24 - Settings Menu

2. Choose **Configure Services**.

A screen opens displaying the available VoIP networks.

3. Follow the process defined in the Adding Your VoIP Service(s) – (optional) section in this guide.




## History tab

The history tab keeps a record of every incoming or outgoing voice event in fring. To view the history tab, move the joystick to the right or to the left.



Figure 25 - History Tab

The icons on the left side represent the following events:

-  **Outgoing call** (blue up arrow)
-  **Missed call** (red down arrow)
-  **Incoming call** (green down arrow)

**Note:** If you have chosen to display your phone contacts in fring, voice events from your phone also appear in the history tab.

The **Options** menu in this screen allows you to:

Option	Description
Call	Make a call. If the selected contact is a VoIP contact (e.g., fring, Skype), the call is a VoIP call. If the contact is a regular mobile contact, the call is made using your cellular plan. See the Making a Call section in this guide.
Chat	Chat with your selected contact. See the Chatting section in this guide.
Delete	Delete the entry from the history list.
Clear list	Clear the entire history list.
Search fring contacts	Add fring users to your contact list. See the Searching for a contact section in this guide.

To view the details of each event, press the right soft key. The details appear as in Figure 26 below.



Figure 26 - History Details

## Manually selecting an access point

You can select an access point at any time. Normally, once you have selected an access point, you will not need to change this setting.

### ➤ To manually select an access point:

1. From the **Options** menu choose **Settings**.

The following menu opens:



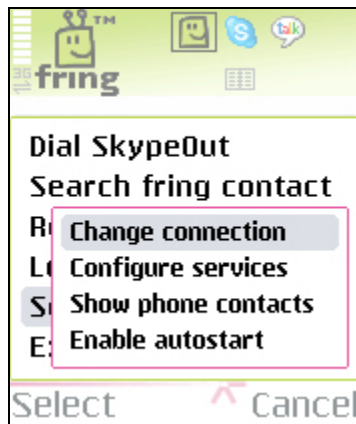


Figure 27 - Settings Menu

Choose **Change connection**.

The following screen opens.

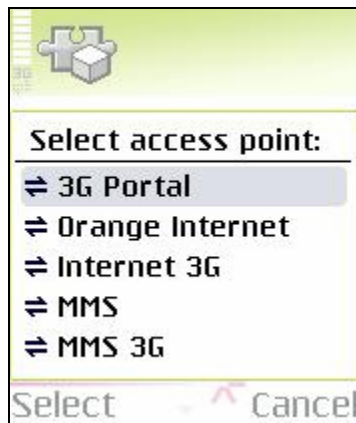


Figure 28 – Select access point

2. Select the desired access point and press **Select** using your left soft key.

As soon as the connection is confirmed, you will be connected to the desired access point.

**Note:** If the connection is not confirmed, the screen in Figure 28 appears so that you can select a different access point.

## Choosing whether fring runs automatically on startup

You can decide whether you would like fring to run automatically on startup.

### ➤ To change whether fring runs automatically on startup or not:

1. From the **Options** menu choose **Settings**.

The following menu opens:

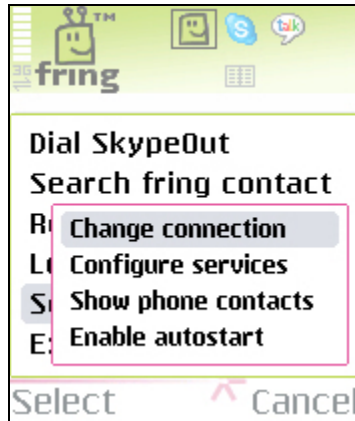


Figure 23 - Settings Menu

2. If **Disable autostart** appears, fring is currently running when you turn on your handset. To prevent fring from running automatically, choose **Disable autostart**.

If **Enable autostart** appears, fring currently does not run automatically when you turn on your handset. To allow fring to run automatically, choose **Enable autostart**.

Your preference is saved.

## Uninstalling fring

### ➤ To uninstall fring:

1. From the main menu on your handset, click **Tools**.  
The Tools menu opens.
2. Navigate to the **Manager** option and click it.  
A list displaying the applications currently installed on your handset opens.
3. Navigate to **fring** and press **Options** using your left soft key.
4. Navigate to the **Remove** option and click it.  
A message opens indicating that the fring client will be removed.
5. Press **Yes** using your left soft key.  
The fring client is removed from your handset.

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# Troubleshooting

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## **I didn't receive the SMS Message with the download link.**

Please make sure you've entered your [cell phone number](#) correctly and try again.

If you still haven't received the SMS, please [contact our support team](#) who will be happy to help.

## **I got a message "Installation Security Error - Unable to install" – what do I do now?**

Before attempting another installation, set the following settings on your handset:

1. Go to the **Menu** on your handset and navigate to the **Tools** option and choose it.
2. In the **Tools** menu, navigate to the **Manager** (application manager) option and choose it.
3. Press **Options** using the left soft key.
4. Choose the **Settings** options and press **Select** using the left soft key.
5. Set the **Software installation** option to **On**.
  - **To set the Software installation option to On:**
    1. Choose the **Software installation** option.
    2. Use the up and down arrows on your handset to move to the **On** option.
    3. Press **Ok** using the left soft key.
6. Set the **Online certif. check** option to **Off**.
  - **To set the Online certif. check option to On:**
    1. Choose the **Online certif. check** option.
    2. Use the up and down arrows on your handset to move to the **Off** option.
    3. Press **Ok** using the left soft key.

## **I get a message saying "Memory Full".**

If your memory is full, clear some space by erasing files (e.g., applications, music files). Once there is sufficient available space, try downloading again.

## **I've downloaded and installed fring but cannot find it on my handset. Where was it installed?**

This varies from handset to handset. Usually, the shortcut is in the **Main Menu** of the handset or under **Menu > My own**.

## **I forgot my password.**

Please go to <http://www.fring.com/password>

### **I got the SMS but the link is not clickable**

Enable the **automatic find on** feature available in the **Options** menu of your SMS message.

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## Frequently Asked Questions

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### Downloading & Installing fring

#### **How do I download fring?**

fring can be downloaded from the fring website ([www.fring.com](http://www.fring.com)), fring WAP site ([wap.fring.com](http://wap.fring.com)) or via an SMS invitation sent by your friend.

For detailed information about downloading fring, see the Downloading fring section in this guide.

#### **Is fring free?**

Yes. fring's service is free. Your cost for using fring is the standard data tariff for air time it takes to download and use fring.

When using fring over 3G data networks, please be aware that you will be subject to the data usage costs that your service provider charges. If you are using an unlimited 3G data plan you can talk as much as you like for free.

As a guideline for calculating your data charges when using fring, assume that fring requires 1MB of data per 15 minutes of talk time.

#### **Why do you need my phone number and Email address?**

We use your phone number to send an SMS message with a link to download fring. This number is then used as your user-id. Your Email address is optional and we will use it to notify you about new system enhancements.

#### **I've received the SMS, how do I install fring?**

Refer to the Installing fring section in this guide.

#### **Where would you recommend installing fring - on my external memory or phone memory?**

It makes no difference. Install fring wherever there is sufficient free memory.

#### **I got a message that the application is untrusted, what does that mean?**

This means that the certificates used by fring are not consistent with the certificates shipped with your phone. This does not mean that your mobile security is being compromised in any way.

# Registering to fring

## **How do I register?**

See the Registering to fring section in this guide.

## **Can I use more than one user-id on my handset?**

No, each handset is limited to a single user-id.

## **Can I add more than one Skype account to my fring account?**

No, Each fring account is limited to a single Skype account.

## **I bought a new handset; can I use the same user-id and password?**

Yes. Download the application again and install it on your new handset. Enter the same fring nickname and password you used with the old handset. Make sure to download the correct version for your handset.

## **I bought a new handset and I have a new phone number (Sim card). I would like to use my fring account on my new phone. Can I do that?**

Currently this option is not available. Please [contact our support team](#) and they will help you out. Alternatively, you can download fring again, register yourself with a new user-id and add your old contacts back using fring's search application

# Connection

## **What is GPRS?**

GPRS stands for Global Packet Radio System (or General Packet Radio Service). GPRS is used to send and receive data.

## **How can I configure my GPRS/3G settings?**

First of all, make sure you are subscribed to a data plan with your cellular operator.

Each handset and service provider uses different settings to use GPRS/3G in order to connect to the Internet.

For the right settings for your handset, see:

<https://nokiags.wdsglobal.com/standard?siteLanguageId=118>; choose your handset model, your country and your service provider. An SMS will be sent to you with the correct settings for your phone.

If you are still unable to connect, contact your service provider for detailed instructions and support.



### **How do I edit my access point's settings?**

If you followed the previous instructions, you may have a few options for connecting your device to the Internet.

➤ **To edit one of your access points:**

1. Go to the **Menu** on your handset and navigate to the **Tools** option and choose it.
2. In the **Tools** menu, choose the **Settings** option.
3. In the **Settings** menu, navigate to the **Connection** option and choose it.
4. In the **Connection Settings** menu, choose the **Access points** option.
5. Navigate to the Access point you want to edit and choose it.
6. Edit the Access point as desired. Changes are saved automatically.

### **My client looks like it is connecting forever – what should I do?**

It's possible that the GPRS Internet connection on your phone is not configured properly. Although you may be able to access the Internet, you are probably using a WAP connection, which is limited. In order to use fring a standard GPRS/3G connection is required.

For the right settings for your handset, you can go to <https://nokiags.wdsglobal.com/standard?siteLanguageId=118>

## **General**

### **Can I use my Bluetooth instead of GPRS/3G?**

The current fring version provides connectivity to the VoIP network from our servers. It cannot be accessed by Bluetooth. This feature is planned for future releases.

### **Can I add contacts from other messaging services like Yahoo Messenger or AIM?**

Yes you can. Please note that currently we do not support voice calls on these services.

### **How do I search for other contacts?**

You can search through your contact list to find contacts quickly.

➤ **To search your contact list:**

Start typing the name of your contact.

The list is filtered according to the characters you have typed.

### **How do I add new contacts to my fring list?**

See the Searching for a contact section in this guide.

### **What happens to my GSM calls while I'm on a call through fring?**

GSM calls take precedence over fring calls. If you are on a fring call and a GSM call comes through, your fring call will be disconnected.

**I've finished a GSM call and fring disappeared, where is it?**

Check to see if fring is in its minimized state. Press the **menu** button for a second and choose fring from the menu.

**Does fring have any effect on my phone battery?**

Unfortunately, yes. fring uses wireless data on your mobile phone and therefore tends to consume extra battery power. The actual usage depends on the length of the call and special requirements imposed by your specific network.

As a basic guideline, we have found that on the Nokia 6680 handset, battery talk time is about 3 hours (as opposed to 4 hours of GSM talk time) and battery idle time is about 18 hours.